



Commuter Assistance Program Overview

Program Summary

How we commute to work impacts traffic congestion and air quality in the region. To assist you in making an informed decision on how to get to work, the County of Orange has a Commuter Assistance Program (CAP) for its employees. The major focus of the CAP is to provide employees with timely and relevant information about ridesharing, public transit, freeway projects, and other commute oriented topics. Employees are provided with information and assistance through an automated voice mail system, a web site, a network of commuter information display racks managed by on-site coordinators and a quarterly on-line newsletter. The Program also includes a guaranteed return trip policy, a special reward program for rideshare participants, a commuter rail subsidy and a vanpool rebate program.

Annual Transportation Survey

Each year, employees are asked to complete a survey of how they commute to work. This survey helps to measure our progress made toward reducing congestion and improving air quality.

Message Center

An automated voice mail system provides employees with information about the Program, including:

- How to Request Carpool Information
- Where to get Bus and Metrolink Information
- Using the Guaranteed Return Trip Program
- How to Join the Commuter Club
- Commuter Rail and Vanpool Rebate Program
- Where to Find CAP Display Racks

The CAP staff checks for messages regularly and will respond to your requests for specific information or assistance. The CAP Message Center can be reached by calling **(714) 834-4068**.

Commuter Assistance Program Web Site

Employees with Internet capabilities can access the web site from the main County of Orange Human Resources web site or go directly to www.oc.ca.gov/hr/rideshare.

The site features:

- General Assistance for All Commuters
- Help For Rideshare Participants
- Incentive Programs
- Applications and Brochures
- Display Rack Locations
- County Commuter Newsletters
- Contact Information

Commuter Information Display Racks

You will find self-service Commuter Information Display racks located at many County facilities. These special self-service display racks are filled with program brochures, bus schedules, Metrolink timetables and monthly pass order forms, CAP All-In-One application forms, Guaranteed Return Trip vouchers, and much more. For a complete listing of display rack locations, please call the CAP Message Center at (714) 834-4068 or visit our web site.

County Commuter Newsletter

The on-line County Commuter newsletter is distributed to all employees and contains articles of general interest to commuters. The newsletter highlights various components of the CAP and provides valuable information about changes to public transit schedules and fares, special promotions, names of employees wishing to find carpool partners and upcoming special events. Current and past issues of the newsletter can also be found at the one of the Commuter Information Display racks and on our web site.



Commuter Assistance Program Overview (continued)

Guaranteed Return Trip Program

Sometimes rideshare participants experience unique or unexpected commuter problems such as working late and missing a carpool, or needing to get home for a personal emergency. Under the CAP, all employees can get home via a County vehicle or the pre-selected taxi service if an emergency arises on a day that they rideshare. Contact your supervisor or look for a special voucher at one of the Commuter Information Display racks. The voucher is also available on the web site.

Commuter Club Discount Program

County employees that make a commitment to rideshare at least five times per month can become members of the Commuter Club. Members receive a card good for discounts from participating merchants at local malls. Members also receive a "Healthy Dining in Orange County" book with coupons, recipes and tips on healthy dining. In addition, members also receive special discount coupons to restaurants and entertainment venues each quarter. Application forms are available at the Commuter Information Display racks, by calling the CAP Message Center at (714) 834-4068 or on our web site.

Carpool Connection

If you are interested in carpooling to work, you may call 1-800-COMMUTE, and select the "rideshare" option to speak to a Southern California Rideshare representative. They will give you a list of people who live and work near you who may want to share the ride. Or visit the CAP web site to register your commute information or find a carpool partner. The Carpool Classifieds section of web site lists over 500 County Commuter employees and is updated regularly.

Commuter Rail Startup Subsidy

Have you considered taking the train or commuter rail to work? The New Rider Subsidy Program is for employees that want to "Get Into Training" and try the train or commuter rail for the first time. As with other work out programs, you will start off slow and build up to riding for longer periods of time. Try it on us for a few days. Then if you are still interested, purchase a one-week pass. The program will match the amount of your purchase with another one-week pass. If you keep on training, then purchase a one-month pass, and we'll match that with another pass. Applications and schedules are available on our web site, at the Commuter Information Display Racks or by calling the CAP Message Center at (714) 834-4068. A current rider program is also available to those who have taken the train for at least six months.

Vanpool Rebate Program

A vanpool is a group of 7 – 15 people who share their commute to work in a comfortable van. Commuting costs are divided equally among the riders. Vanpooling works best for a group of people that live in the same area and travel at least 20 miles to work. The CAP offers a three-month rebate program for those that are new vanpool riders. For more information about Van To Work Rebate, contact the CAP Message Center at (714) 834-4068 or check one of the display racks or visit our web site.

Public Bus Information

Taking the bus to work can be convenient, economical and comfortable. The major public transit provider is the Orange County Transportation Authority (OCTA) and can be reached at (714) 636-RIDE or 1-800-636-RIDE or www.octa.net. For a door-to-door personalized transit itinerary including fares, bus stop locations and times, call 1-800-COMMUTE or visit our web site.



Commuter Assistance Program Request For Information

First Name		Initial		Last Name		
Home Address		City			Zip Code	
Work Address		City			Zip Code	
Agency/Dept.		Bldg/Room #		Work Hours		
Work Phone					Work Days	
E-Mail Address					Miles To Work	(one-way)

How do you currently commute to work?

- ☐ Drive Alone ☐ Carpool ☐ Bus ☐ Bike
☐ Metrolink/Amtrak ☐ Vanpool ☐ Walk ☐ Other _____

Commuter Club Application Section - for those that rideshare already

- ☐ Yes, I commit to rideshare at least 5 days per month. Estimated days that I currently rideshare: _____

Carpool Classifieds Section - for those that want help finding a carpool match

- ☐ Yes, list my name, home city, work hours, work phone number and/or e-mail address in the Carpool Classifieds section of the Commuter Assistance Program web site so other County employees can contact me.

Get Into Training Application Section for those that want to try riding the train to work

- ☐ New Rider Subsidy - Please send me a complimentary 4-trip ticket. I certify that I have not taken the train to work within the past year. I understand that to receive additional subsidized passes, I must provide proof that I have purchased my own ticket(s) or pass(es) as described in the program guidelines. I understand that this is a one-time only subsidy. Metrolink station nearest my home is _____ and the station nearest my work is _____.
- ☐ Current Rider Subsidy - I have enclosed copies of my tickets, or passes, or cancelled checks, or credit card receipts showing that I have used the train to commute to work at least one day per week for at least six months. I understand that I can only receive this subsidy once during a twelve-month period.

Van to Work Rebate Section – for new vanpool riders

- ☐ Yes, I am applying for the vanpool rebate, and understand that this is only for the first three months of riding. Please send me the first rebate voucher for \$100. I started vanpooling to work on _____ (date). Before I began riding in this vanpool, I commuted to work by _____ (previous travel mode for past six months). I have attached a copy of my paid receipt for the first month. I understand that to receive future rebates, I must provide proof that I have paid for my monthly fare as described in the program guidelines. Vanpool Driver's Name _____ Vanpool Driver's Phone _____

Authorization Section – MUST BE SIGNED AND DATED

I have read the Commuter Assistance Program Overview/ Guidelines and I understand that above information may be used by the Commuter Assistance Program office to organize carpools, vanpools or distribute requested information. I understand the home address information will only be used by to send me information or subsidies or rebates that I have requested. I agree to complete the annual transportation survey distributed to all employees each September.

Signature		Date	
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Please interoffice mail this form to: Rideshare Office, Bldg. 10, First Floor, Santa Ana